



## Child Care Licensing System

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# Registration Guide for Licensed Child Care Programs\*

\*Existing Licensed Child Care Licensees  
Site Designates  
Agency Home Visitors  
CMSM/DSSAB Service Managers

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## Welcome to the Child Care Licensing System!

### Introduction

The Child Care Licensing System (CCLS) is the system used by the Ministry of Education to automate child care licensing in Ontario.

If you are an existing licensed child care licensee you will use the Child Care Licensing System to:

- Renew your licences
- Report serious occurrences
- Add Staff Members and Request Director approval for staff
- Request a licence revision, if required
- Apply for a new licence
- and more!

If you have been enrolled by the licensee as a site designate (supervisor), you will be able to submit serious occurrence reports and updates, as well as manage staffing.

If you have been enrolled by the licensee as an agency designate (home visitor), you will be able to submit serious occurrence reports and updates.

If you have been enrolled as a CMSM/DSSAB service manager, you will be able to view licensing information and serious occurrence reports.

Before you can start using CCLS you must complete your registration. This is a one-time process that involves several steps. This document provides step-by-step instructions on how to complete your registration and review/update your profile (if you are an existing licensee).

At the end of the process you will have the five items you require to register for CCLS:

1. ONe-key ID
2. ONe-key password
3. Enrolment Code 1
4. Enrolment Code 2
5. One Key PIN

**What is ONe-key?** ONe-key is a system used by the Government of Ontario to provide the public secure access to government websites. Once you have a ONE-key user ID and password, you

are able to access various sites in addition to the Child Care Licensing System.

### **Getting More Information or Assistance**

For questions regarding registering for and using the Child Care Licensing System, contact the Child Care Helpdesk:

Toll-Free: 1-855-457-5478

Local: 416-314-6230

Email: [childcare.helpdesk@ontario.ca](mailto:childcare.helpdesk@ontario.ca)

For other information about child care licensing, contact your local Child Care Quality Assurance and Licensing office. For a list of offices see:

<http://www.edu.gov.on.ca/childcare/offices.html>

## How to Register

### **Important Note:**

You must complete this one-time process before you can use the Child Care Licensing System.

### **Step 1: Locate Your Three Emails**

#### 1.1 Locate three emails from **childcare.helpdesk@ontario.ca**.

Each email contains a piece of information you will need to enrol in CCLS:

- Enrolment Code #1
- Enrolment Code #2
- One-key PIN

If they are not in your inbox, check your spam/junk folder. If you do not have all three emails you cannot continue. Please contact the Child Care Helpdesk for assistance (see page 2 for contact information).

## Step 2: Create your ONE-key account

**Note:** ONE-key is a system used by the Government of Ontario to give external users secure access to government websites. Once you have a ONE-key user ID and password, you are able to access various sites in addition to the Child Care Licensing System.

2.1 Click the link in the email with the subject: **“Email 3 – Child Care Licensing System”**.

- OR -

Open your browser (such as Internet Explorer). Type the following address in the address area of your browser (such as Internet Explorer):

<https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>

2.2 The **Sign In** window appears.

Ontario **ONE-key** Français

HELP | ServiceOntario | About Ontario

Sign in

**Sign in with your ONE-key ID**

**New to ONE-key?**  
A ONE-key account gives you secure access to Ontario Government programs and services. [Learn more](#)

**Don't have a ONE-key ID? [Sign up now!](#)**

ONE-key ID:

Password:

**Sign in**

[Can't access your account?](#)

CONTACT US | ACCESSIBILITY | PRIVACY | HELP © QUEEN'S PRINTER FOR ONTARIO, 2009 - 2011 | IMPORTANT NOTICES  
 Last Modified: May 20, 2011

2.3 Click [Sign Up now!](#) The **ONE-key Account Registration** window appears.

**ONE-key Account Registration**

**Create your ID and Password** (\*) indicates a mandatory field

\* Choose your ONE-key ID:

\* Password:

\* Confirm your password:

\* I accept the [Terms and Conditions of Use](#) and I have reviewed the [Notice of Collection](#)

Need assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097

- 2.4 Enter the ONE-key ID that you would like to use. Here are the guidelines:
- 8 characters minimum
  - It must not contain: \* \ + “ space

- 2.5 Enter the password that you would like to use. Here are the guidelines:
- 8 characters minimum
  - 16 characters maximum
  - You must have both UPPER and lower case characters
  - You must have at least one number (0-9)
  - You must have at least one symbol such as ! @ # \$ % ^ , etc.
  - Your password cannot be similar to your ONE-key ID.

2.6 Record your ONE-key ID and Password somewhere safe. You'll need them every time you log in to the Child Care Licensing System.

2.7 Read the **Terms and Conditions of Use** and the **Notice of Collection**.

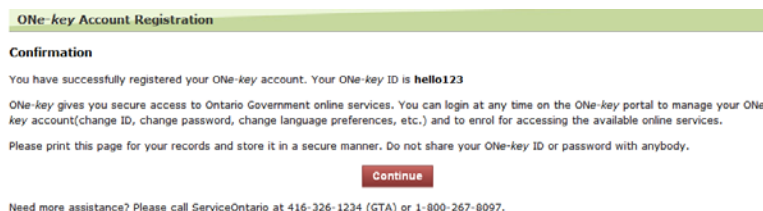
2.8 Click the acceptance checkbox. It should have a checkmark when you are done.



2.9 Enter your three password recovery questions and answers. These questions will help you recover your password if you forget it.

2.10 **Optional:** Enter your email address in the **OPTIONAL RECOVERY ID INFO** section. This information will allow ONE-key to email your login ID to you if required.

2.11 Click . The **Confirmation** window appears.



2.12 Click **Continue**. The **All Services from A to Z** window may appear. If it does not appear, continue to the next step.

**All Services from A to Z**

ONE-key has made several changes. [Find out more](#)

Select a link below to enrol for service(s) access. After completing the enrolment you can access the service from the My Services list, for future visits.

- [ASK OMAFRA \(DEV\)](#)
- [Accessibility Compliance Reporting \(ACR\) \(DEV\)](#)
- [Accessibility Compliance Reporting \(ACR\) \(PROD-FIX\)](#)
- [Accessibility Compliance Reporting \(ACR\) \(UAT\)](#)
- [AutoBP Enrolment \(DEV\)](#)
- [AutoBP Enrolment \(UAT\)](#)
- [CCIM Enrol1 \(DEV\)](#)
- [Child Care Licensing System](#)
- [Grants Ontario System \(UAT\)](#)
- [MCYS/MCSS Transition Aged Youth Application \(DEV\)](#)
- [Ministry of Natural Resources Registry for Business \(DEV\)](#)
- [Ministry of Natural Resources Registry for Business \(UAT\)](#)
- [Ministry of Natural Resources Registry for Individuals \(DEV\)](#)
- [Ministry of Natural Resources Registry for Individuals \(UAT\)](#)
- [My Account \(Dev\)](#)

Click **Child Care Licensing System**.

2.13 The following window appears.

**Child Care Licensing System**

If you have received three emails from [ChildCare.HelpDesk@Ontario.ca](mailto:ChildCare.HelpDesk@Ontario.ca) with your enrolment information, click 'Complete enrolment' to complete your enrolment in the Child Care Licensing System. If you are not an existing child care licensee, click 'Create new account'. If you are a child care licensee and have not received emails with enrolment information contact the ministry at [ChildCare.HelpDesk@Ontario.ca](mailto:ChildCare.HelpDesk@Ontario.ca).

Complete enrolment >
Create new account >

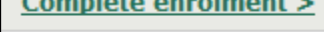
**You're done creating your ONE-key account!**

Make note of your ONE-key ID and password then go on to the next step.

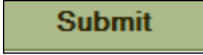


### Step 3: Complete your Child Care Licensing System Enrolment

This window appears at the end of Step 2:

3.1 Click . The following window appears.

3.2 Enter your **ENROLMENT CODE #1** (found in the email with the subject: **Email 1 – Child Care Licensing System.**)  
**Tip:** Copy and paste the information from the email. Be sure there are no spaces when you enter the code.

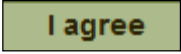
3.3 Click . The following window appears.

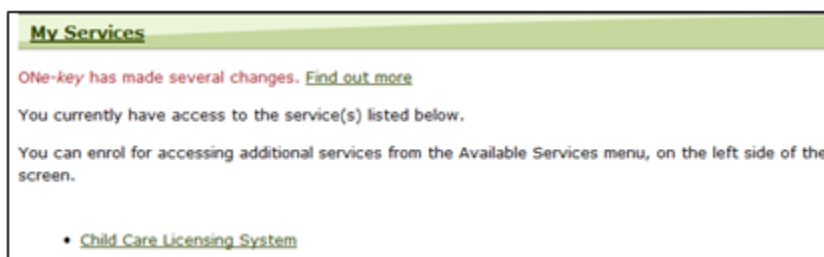
3.4 Type your **ENROLMENT CODE #2** (found in the email with the subject **Email 2 – Child Care Licensing System**).

**Tip:** Copy and paste the information from the email. Be sure there are no spaces when you enter the code.

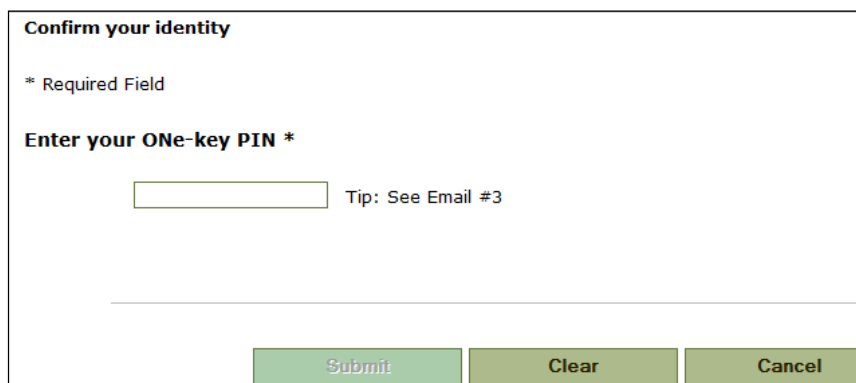
3.5 Type your **ONE-KEY PIN** (found in the email with the subject: **Email 3 – Child Care Licensing System**).

3.6 Click . The **Terms and Conditions** window appears.

3.7 If you agree with the terms and conditions click . The **My Services** window appears.



3.8 Click **Child Care Licensing System**. The following window appears.



3.9 Type your **ONE-KEY PIN** (found in the email with the subject: **Email 3 – Child Care Licensing System**.)

3.10 Click . Your home page appears.

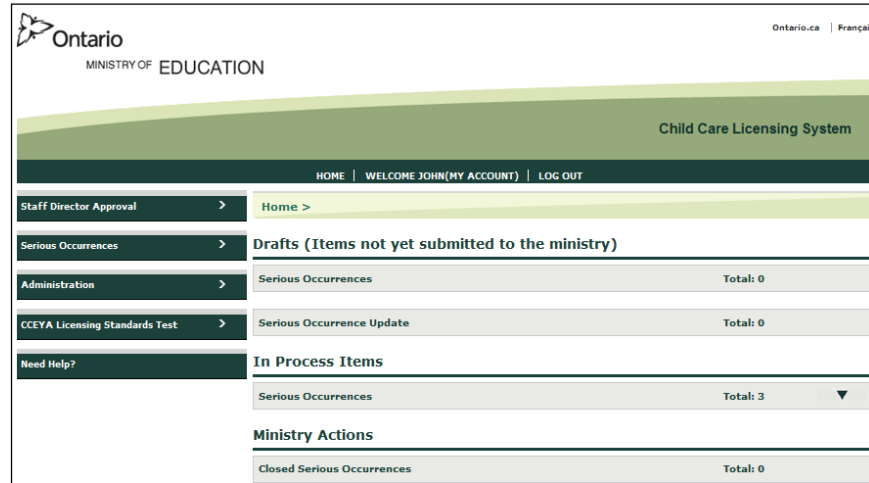
The screenshot shows the user interface of the Child Care Licensing System. At the top left is the Ontario logo and 'MINISTRY OF EDUCATION'. At the top right is 'Ontario.ca | Français'. Below this is a green header with 'Child Care Licensing System'. A dark green navigation bar contains 'HOME | WELCOME JOHN(MY ACCOUNT) | LOG OUT'. On the left is a sidebar with menu items: 'Staff Director Approval', 'Serious Occurrences', 'Administration', 'CCEYA Licensing Standards Test', and 'Need Help?'. The main content area is divided into sections: 'Home >', 'Drafts (Items not yet submitted to the ministry)', 'Serious Occurrences' (Total: 0), 'Serious Occurrence Update' (Total: 0), 'In Process Items', 'Serious Occurrences' (Total: 3), and 'Ministry Actions' (Closed Serious Occurrences, Total: 0).

So far so good!

## Step 4: Make Sure Everything Works Correctly

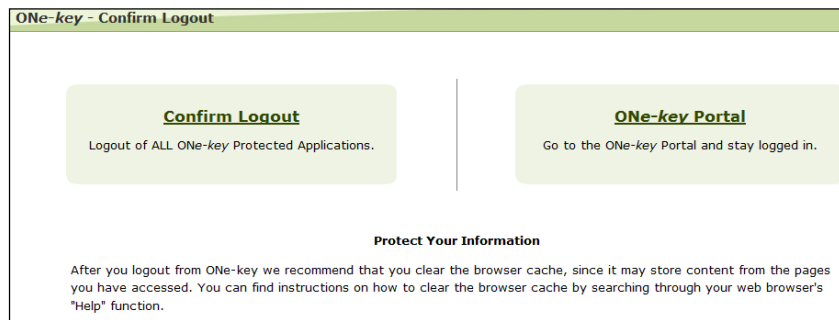
### Log Out

Now you'll log out and log back in to make sure everything works as it should.



Your window may look different depending on your role.

1. Click **LOG OUT**. The following window appears.



2. Click **Confirm Logout**. The **One-key Login** window appears.
3. Close the window. Click .

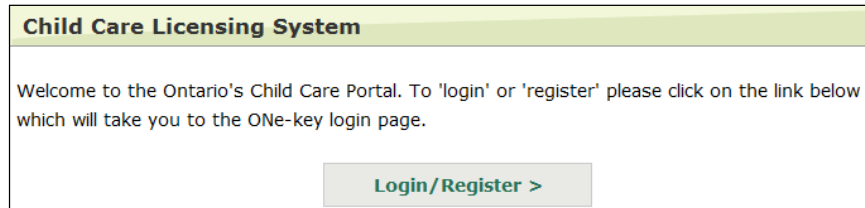
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## Log In to CCLS


1. Open your browser (such as Internet Explorer).
2. In the address area type:

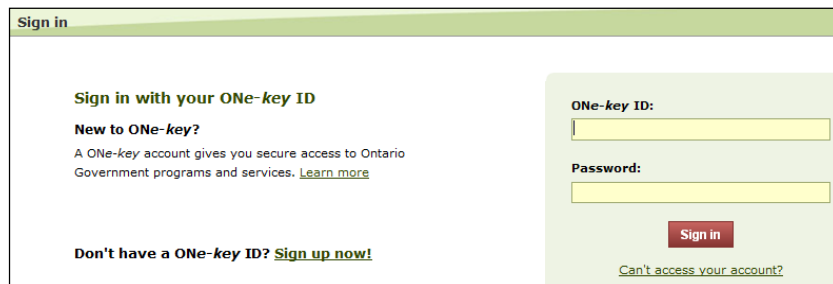
<https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>

3. Press the [Enter] key. The **Child Care Licensing System** window appears.




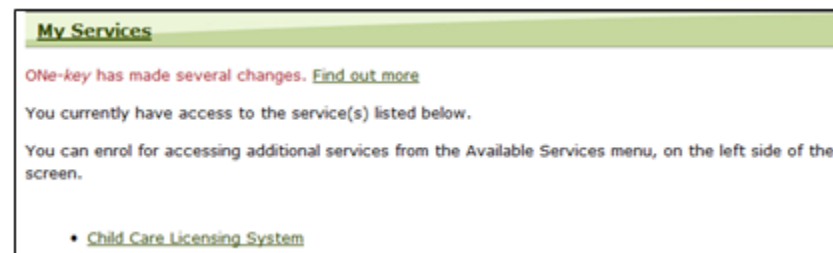
The screenshot shows the 'Child Care Licensing System' header. Below it, a message reads: 'Welcome to the Ontario's Child Care Portal. To 'login' or 'register' please click on the link below which will take you to the ONE-key login page.' At the bottom center, there is a button labeled 'Login/Register >'.

4. Click . The ONE-key **Sign In** window appears.



The screenshot shows the 'Sign in' window. On the left, it says 'Sign in with your ONE-key ID' and 'New to ONE-key?'. Below that, it explains that a ONE-key account provides secure access to Ontario government programs and services, with a 'Learn more' link. At the bottom left, it asks 'Don't have a ONE-key ID? Sign up now!'. On the right, there are two input fields: 'ONE-key ID:' and 'Password:'. Below these fields is a red 'Sign in' button and a link for 'Can't access your account?'.

5. Enter your **ONE-KEY ID** and **PASSWORD**.
6. Click . Your **My Services** window appears.



The screenshot shows the 'My Services' window. It features a green header with the text 'ONE-key has made several changes. Find out more'. Below the header, it states: 'You currently have access to the service(s) listed below. You can enrol for accessing additional services from the Available Services menu, on the left side of the screen.' At the bottom, there is a bullet point listing 'Child Care Licensing System'.

7. Click [Child Care Licensing System](#). The **Confirm your Identity** window appears.

**Confirm your identity**

\* Required Field

**Enter your ONE-key PIN \***

Tip: See Email #3

8. Enter your PIN (from **Email 3**: in the **ONE-KEY PIN** box.)

9. Click . Your home page appears.

(Your window may not look exactly like the sample.)

**You're done!** Remember to store your ONE-key login, password and PIN (from Email 3) somewhere safe. You'll need all three each time you log in.

**P.S:** You won't need this document again. For step-by-step instructions on how to use the Child Care Licensing System please see the **CCLS Reference Guide for Applicants / Licensees** available on the Early Years Portal at:

[www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/](http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/)